



australia



## Virgin Australia Trade Newsletter

### SriLankan Airlines partners with Virgin Australia

SriLankan Airlines (UL) has entered into a first-ever interline partnership with Virgin Australia that will strengthen the airline's network in Australia. This will allow customers the convenience of adding select Virgin Australia domestic or international connections to their SriLankan Airlines booking and managing a multi-airline itinerary under a single SriLankan Airlines ticket - (603) ticket stock.



### Reminder: Standard credit extension

Virgin Australia has extended the expiry date of standard credits issued between 21 April 2020 and 31 July 2022. Customers will



### Congratulations to all the finalists

We are thrilled to have been selected as a finalist for the National Travel Industry (NTIA) Awards in the Most Popular Airline -

now be able to use these credits to book and fly by 30 June 2025.

Online category. Good luck to all the finalists.

## We're on a mission to make flying better than 'nice'

We're continually searching for new ways to make your customers flying experience more wonderful. That's why we're bringing on new and uplifting experiences. Packing flights full of flair and personality. Saying bon voyage to nice, and bringing on wonderful.

[Explore more](#)



## Your client can win 5 Million Velocity Points~

Virgin Australia Business Flyer is offering one lucky member the chance to win 5 Million Velocity Points for their business~. T&Cs apply~, competition ends 19/11/23.

[Learn more](#)

## Updates

### Payment surcharge increase

This month there have been revised rates applied to various card payment methods when used to purchase tickets with Virgin Australia on 795 ticket stock. For more details, please review our [policy](#) on the Agency Hub.

### International short-haul commission

Reminder that as of 1 July 2023 Virgin Australia advised our international short-haul commission changed for all Trade Partners that do not have a commercial sales agreement with Virgin Australia. ADMs will apply to tickets claiming incorrect commission. Please refer to the Base Commission Policy Point of Sale Australia and Base Commission Policy POS Outside AU policies available on the [Agency Hub](#).

## Re-activation of Inter-Airline Through Check-In with Hawaiian Airlines

Virgin Australia is excited to announce the re-activation of Inter-Airline Through Check-In (IATCI) with Hawaiian Airlines (HA). Guests can now through-check luggage and receive an onward boarding pass, making it a more seamless guest experience.

## Reminder: Future Flight Credit Expiry



If your customers hold a Future Flight Credit with Virgin Australia, please remember that they only have until 31 December 2023 to book and complete their travel. After that date they will no longer be able to access any remaining credit value. Visit the [Agency Hub](#) for more information.

## FAQs

### Who to contact for any ADM disputes?

If an agent wishes to dispute the ADM, this must be done via BSPlink, ASD, ARC Memo Manager or by emailing the address listed on the ADM which is [va.disputes@accelya.com](mailto:va.disputes@accelya.com). All relevant supporting documentation such as screenshots, emails, etc., should be attached to the dispute to expedite the dispute analysis and assist in validating the claim.

### How can the VIS team support agents?

The VIS team are committed to delivering excellence in customer service by providing expert advice and sales support solutions to you and your customers. This includes assistance with disruptions and schedule changes, fare quotes, and addressing general troubleshooting inquiries. It is important to note that the VIS team cannot assist with ADM disputes, and all ADM-related questions should be directed to the email provided above.

### Who do I contact for Groups support?

If you are requiring assistance for group travel, please email [group.sales@virginaustralia.com](mailto:group.sales@virginaustralia.com). If you require immediate assistance or support, please call our Group Sales Team on 07 3295 2299.

### How can my customer access their Virgin Australia Business Flyer Points balance?

If your customer is a Virgin Australia Business Flyer member, they can access their business' Velocity Points through the Rewards Portal. If they haven't activated their business' Rewards Portal yet, they can self-activate [here](#).

[Agency hub](#)





## Earn Velocity Points *fast* by flying with Virgin Australia

Did you know that new Velocity members can earn **double Velocity Points** on their first Virgin Australia flight? That's 10 Points per \$1 spent when your customer books and flies on an eligible flight within their first 3 months of joining Velocity.\*

\*Must book and travel on an eligible flight within 3 months of joining. Full terms and conditions are below.

velocity  
frequent-flyer

## Received this from a colleague? Sign up to Virgin Australia Trade Communications

Agents can easily self-subscribe to Virgin Australia trade communications and newsletters by filling in the subscription form [here](#).

[Sign up](#)

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You are receiving this trade release because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or you have otherwise told us you would like to receive trade releases. If you no longer wish to receive trade release emails from Virgin Australia, please [click here to unsubscribe](#).

### Terms and Conditions:

#### ~Win 5 million Velocity Points For Your Business Competition Terms and Conditions

Competition T&Cs apply, see [virginaustralia.com/businessflyer/offers](http://virginaustralia.com/businessflyer/offers) and [virginaustralia.com/businessflyer/offers/terms-conditions](http://virginaustralia.com/businessflyer/offers/terms-conditions). Open to AU businesses with current Virgin Australia Business Flyer membership. Ends: 11:59pm AEDT 19/11/23. Max 1 entry p/eligible flight. Must fly by 30/11/23. Draw: 3 Amy Close, Wyong NSW 2259 on 14/12/23 at 3pm AEDT. Prize: 5 million Velocity Points awarded to winning business' account, valued at up to \$33k. Winner published at [virginaustralia.com/businessflyer/offers](http://virginaustralia.com/businessflyer/offers) on 19/12/23. NSW Authority: TP/01843. Permits: ACT TP23/01777, SA T23/1379.

**\*Virgin Australia First Flight Double Points Bonus:** To be eligible for the First Flight Double Points Bonus promotion you must (1) join Velocity Frequent Flyer as a new member; (2) book and ticket an Eligible Flight and enter a valid Velocity membership number at the time of booking; and (3) complete travel on an Eligible Flight. An Eligible Flight is a flight (i) booked and flown within 3 months (90 days) from the date a Velocity membership number is created, (ii) which is marketed and operated by Virgin Australia, and (iii) booked and ticketed in a fare class that normally accrues Points. Points cannot be earned on Velocity Reward Seat bookings. Codeshare services marketed or operated by partner airlines are not eligible for this offer. Bonus Velocity Points (equivalent to the base Velocity Points earned) (Bonus Points) will be earned in addition to the base Velocity Points earned on one Eligible Flight. Bonus Points will be applied to the originally purchased fare class and any upgrades (other than when you paid the full commercial fare) will not attract Bonus Points as a result of this offer. Velocity Points offer cannot be used in conjunction with any other offer or promotion. You should allow up to 4 weeks after completion of travel for the Bonus

Points to be allocated. Velocity membership Terms and Conditions apply. This offer may be concluded or suspended at any time without notice.

This trade release email is being sent to you by Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of 275 Grey Street, South Brisbane, Queensland 4101 Australia.